

What is claimed is:

1. A method of formatting call information, comprising:
obtaining information related to a call; and
formatting that call information in a non-proprietary format common to
5 various applications.
2. The method of claim 1, further comprising storing the formatted
call information.
3. The method of claim 2, further comprising searching the
formatted call information.
- 10 4. The method of claim 1, wherein the calls are transmitted from a
call center.
5. The method of claim 1, wherein the calls are received at a call
center.
- 15 6. The method of claim 1, further comprising:
obtaining information related to a plurality of calls;
formatting the call information related to the plurality of calls in a non-
proprietary format; and
generating call records from the formatted information related to the
plurality of calls.
- 20 7. The method of claim 1, wherein the non-proprietary format is
XML.
8. The method of claim 1, wherein the call is an internet protocol
telephony call.
- 25 9. The method of claim 1, wherein the call is a time division
multiplexed call.

10. The method of claim 1, further comprising identifying agents accessing a call distribution telephony device.

11. The method of claim 10, further comprising validating access to the call distribution telephony device.

5 12. The method of claim 1, further comprising queuing a plurality of calls received and distributing the plurality of calls to a plurality of agents in a first received first served basis.

13. The method of claim 1, wherein the information is formatted in accordance with an enterprise computer telephony forum standard.

10 14. The method of claim 1, wherein the formatted call information is manipulated by an application to determine numbers of calls received at various times of day.

15 15. The method of claim 1, wherein the information is manipulated by an application to determine amounts of time that calls remain in certain states.

16. The method of claim 1, wherein the information includes information related to distribution of the call.

17. The method of claim 1, wherein the information includes information related to a party placing the call.

20 18. The method of claim 1, wherein the information includes information related to a party to whom the call is directed.

25 19. A call distribution telephony device, comprising:
a processor coupled to the telephone network interface to obtain and format call information into a non-proprietary format; and
a storage device coupled to the processor to store the formatted call information.

20. The call distribution telephony device of claim 19, further comprising an application server interface coupled to the processor and an application server, the application server to determine routing of calls.

5 21. The call distribution telephony device of claim 20, wherein the application server is further to retrieve the call information from the storage device and manipulate the call information.

22. The call distribution telephony device of claim 19, wherein the storage device includes a database in which the call information is stored.

10 23. A computer telephony integration device, comprising:
a telephone network interface to couple to a telephone network;
a processor coupled to the telephone network interface to obtain and format call information into a non-proprietary format; and
a storage device coupled to the processor to store the formatted call information.

15 24. The computer telephony integration device of claim 23, wherein the processor is further to determine routing of calls received from the telephone network.

20 25. The computer telephony integration device of claim 23, wherein the processor is further to determine routing of calls transmitted to the telephone network.

26. The computer telephony integration device of claim 23, wherein the storage device includes a database in which the call information is stored.

25 27. An article of manufacture, comprising:
a computer readable medium having stored thereon instructions which, when executed by a processor, cause the processor to format information related to a call in a non-proprietary format.

28. The article of manufacture of claim 27, wherein the instructions further cause the processor to store the formatted call information in a data storage device.

29. The article of manufacture of claim 27, wherein the instructions
5 further cause the processor to create statistical information in a non-proprietary format from information related to a plurality of calls.

30. The article of manufacture of claim 27, wherein the instructions further cause the processor to retrieve the information related to the call from a received call.